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Memorandum

To: Agency IT, HR, Payroll, and Finance Managers

From: Anthony Schlinsog, Chief Information Technology Officer
Sarah Gigous, Director, Office of Systems Management
Kraig Knowlton, Director, Office of Personnel Services

Date: 9/30/2013

Re: Supported Browsers for Oracle/PeopleSoft HR/Payroll and Financials (SHARP and SMART)

On February 13, 2013, the Statewide Human Resources and Payroll system (SHARP) was upgraded to Oracle/PeopleSoft HCM and Time and Labor v9.1. The upgrade provides the opportunity for expanded use of Employee Self Service for activities such as time reporting and access to electronic W-2s.

SHARP, along with the Statewide Management, Accounting, and Reporting Tool (SMART) are web-based applications. As a result of the expanded use of Employee Self Service for critical tasks such as time reporting it is essential that employees using not only Employee Self Service but also the SHARP and SMART systems have supported, reliable access to the applications via the web.

Employees working in PeopleSoft applications may experience variations in the look and behavior of a transaction page depending on the browser/version being used. PeopleSoft applications are designed to be compatible with multiple browsers and are certified by Oracle on certain browser versions (listed below) that will minimize the variations experienced in the display/function of the application.

Please be aware that if a higher version of a browser is required for agency initiatives/activities, a corresponding, certified browser should be downloaded and installed on any machine on which the employee is required to access SHARP, SMART, or Employee Self Service for work purposes. For example, the use of Internet Explorer 10 is not certified unless it is used in conjunction with Windows 8. If an agency installs IE10, please ensure that employees who require access to SHARP, SMART, and/or Employee Self Service have an alternate, supported browser available that is certified for the PeopleSoft application to which the employee requires access.

Although OITS only currently supports Internet Explorer 8 & 9 on Microsoft Windows XP & 7, the Kansas Service Desk (785-368-8000) can assist in directing agency IT support staff to additional information for troubleshooting PeopleSoft browser compatibility issues for other browsers/versions. The browsers listed below are certified by Oracle and recommended to minimize browser issues when utilizing SHARP, SMART or Employee Self Service:

Browser Versions Certified by Oracle:

BROWSER NAME	SMART	SHARP & ESS
	BROWSER RELEASE	
Mozilla Firefox	3.6*, 3.5, 3, 2, 1.5	7, 3.6*
Google Chrome	n/a	13
Internet Explorer	8*, 7*, 6	10, 9, 8*, 7*
Safari	5*, 4*, 3, 2.0.4	5*, 4.3.3 4*, 3
*Browser is certified for SMART, SHARP, and ESS Notes: IE 7 and IE 9 may require compatibility settings to be turned "on". IE 10 is only certified with Windows 8.		

Background


As you work in PeopleSoft applications, you might notice that slight variations exist on the same transaction page depending on the browser that you use. On occasion, some browsers cause your PeopleSoft application to exhibit behaviors that vary from the expected behavior. Some of these differences are very subtle and have no impact on the performance of the application, while others might alter the look and function of PeopleSoft pages. Anomalies in appearance and behavior can occur because the technologies that browsers use to process and present web pages vary among browsers and browser releases. PeopleSoft applications are designed to be compatible with multiple browsers, despite their technological differences.


Browser settings, compatibility view, pop-up blocker and security settings can impact PeopleSoft downloads. This document provides instructions for setting the browser, allowing compatibility view, pop-up blocker and security settings when the user is unable to download in PeopleSoft.

Please note that due to the numerous versions of browsers available, although not exact, most of the navigation will be similar to the steps outlined. This document includes instructions for PC users using Internet Explorer 8 and 9, Mozilla Firefox as well as Mac users using Mozilla Firefox.


Browser version

To determine what browser you are using, simply look at the icon:

Internet Explorer displays a little blue 'e' icon = 


Mozilla Firefox displays a circular fox icon = 

To determine which version of Internet Explorer is installed:

1. Launch Internet Explorer by clicking on the  icon.
Click **Help** from the task bar, and then select **About Internet Explorer**



To determine which version of Mozilla Firefox is installed:

1. Launch Mozilla Firefox by clicking on the  icon.
Click **Help** on the task bar, and then select **About Mozilla Firefox**.



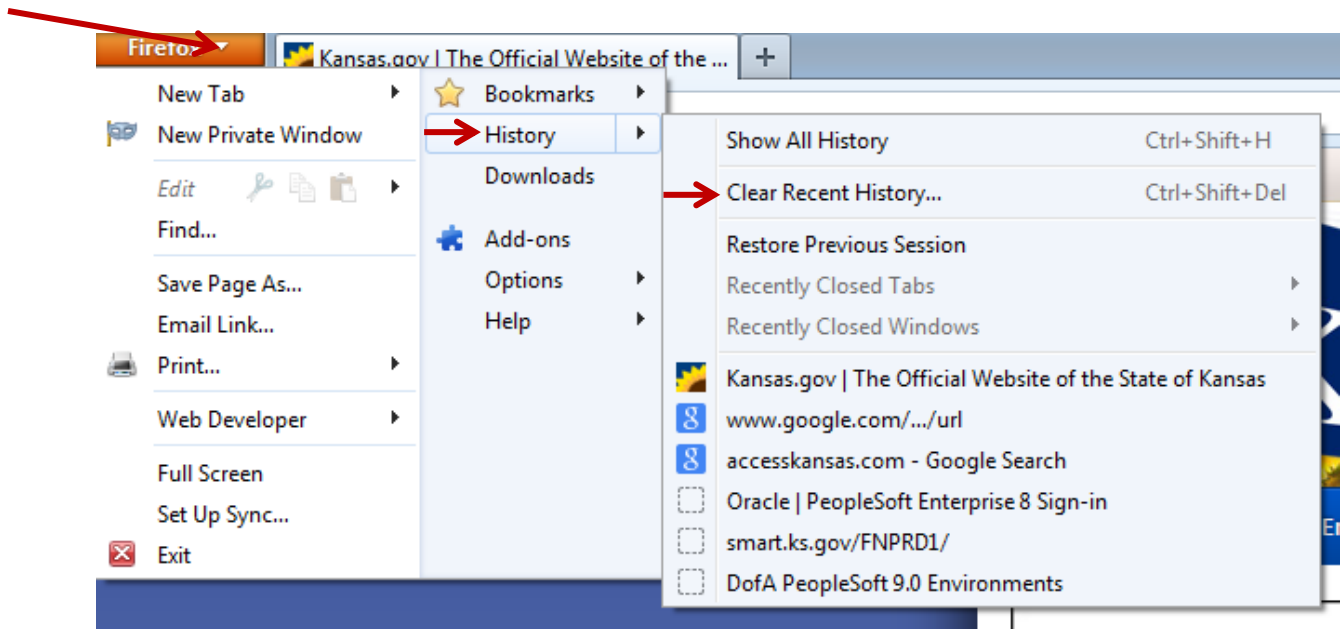


Clearing Browser Cache

This section details instruction for clearing the cache in browsers; the most current versions of Firefox and Internet Explorer are shown. There are links for older versions of Internet Explorer (7&8).

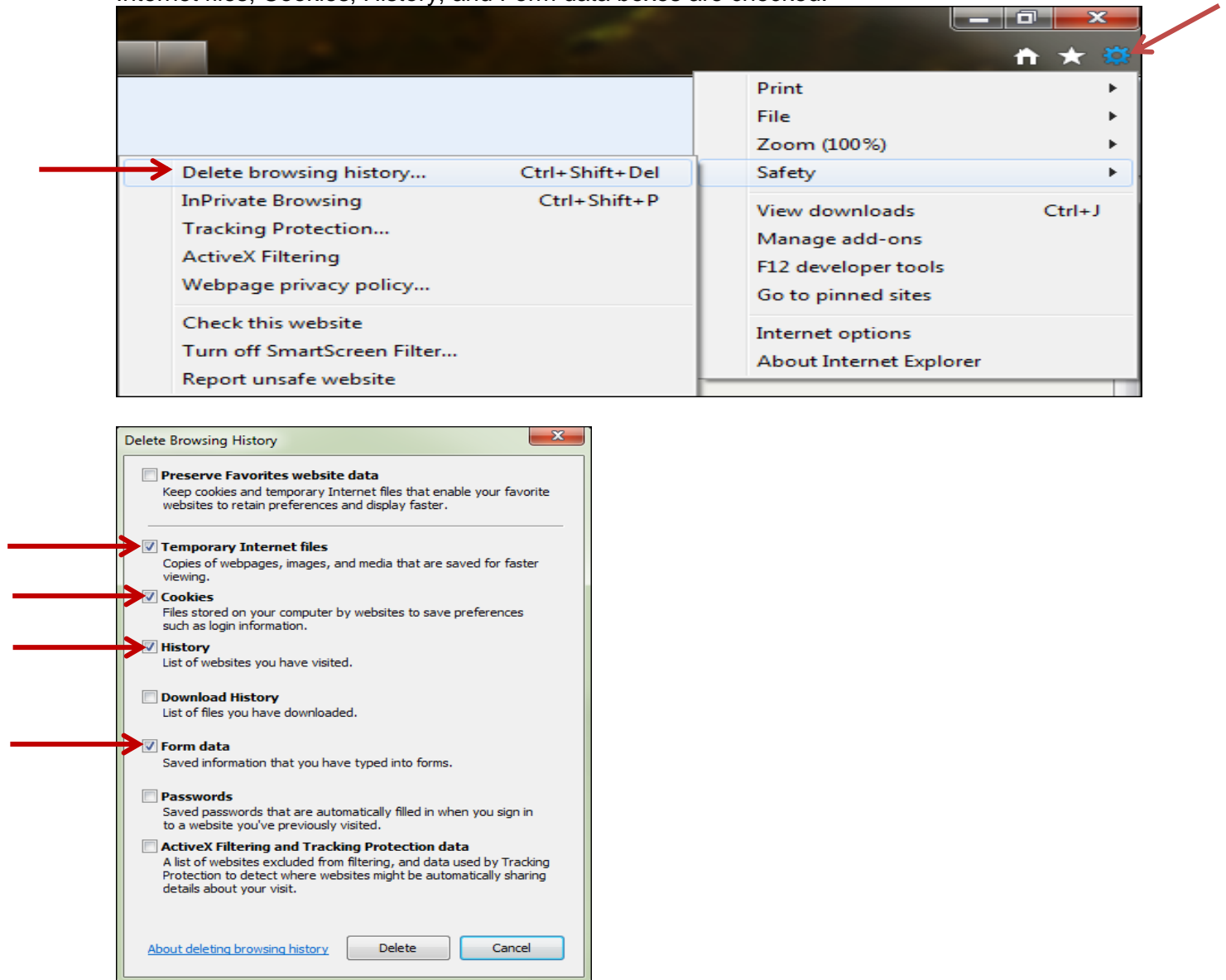
Clear Browser Cache in Firefox (Windows or Mac Environment)

1. Open the Firefox browser.
2. At the top of the **FireFox** window, click the **Drop Down arrow**. Select **History** and then click **Clear Recent History**.



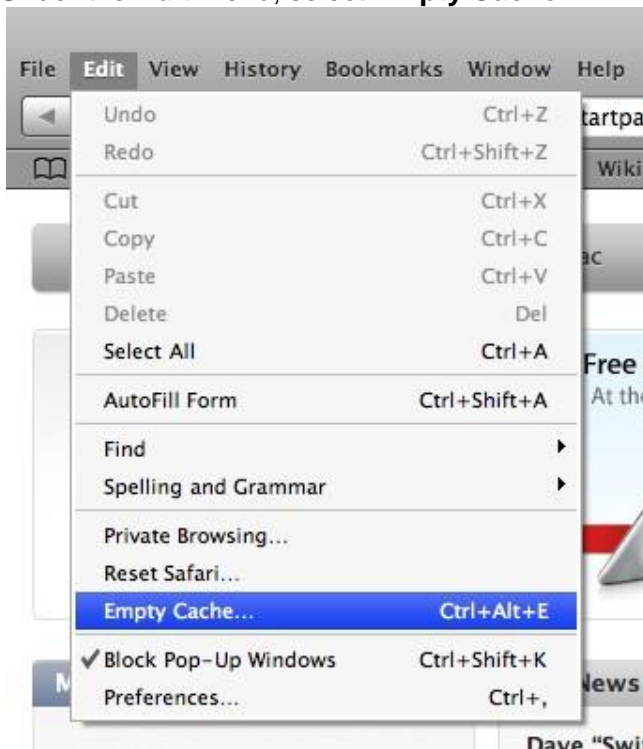
Clear Browser Cache in Internet Explorer 9

1. Open the Internet Explorer browser.
2. On the toolbar, click on the gear icon for **Tools**, then click **Safety**, then click **Delete Browsing History**.
3. In the Delete Browsing History dialog box select **Delete**. Insure only the Temporary Internet files, Cookies, History, and Form data boxes are checked.



Clear Browser Cache in Safari 3

1. Open the Safari browser.
2. Under the **Edit** menu, select **Empty Cache**.



3. Click **Empty** to confirm.



Clearing Browser Cache in older versions of Internet Explorer and other Browsers

Some of the browsers listed in this link are not necessarily supported by PeopleSoft. This link merely provides a 'how to' clear your browser cache for various browsers and versions.

[How To Clear Your Browser Cache \(Other browser versions\)](#)

Allow Pop-Up Windows in PeopleSoft

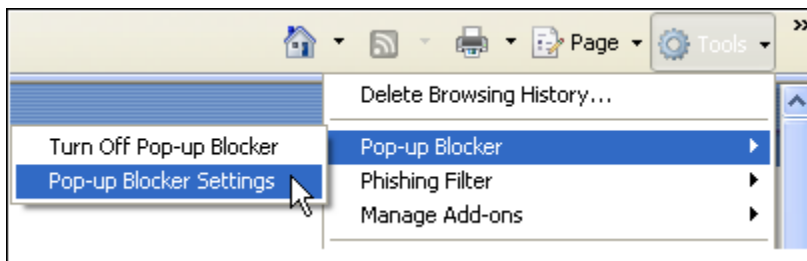
PeopleSoft often uses pop-up windows to display information that is requested. If the browser is set to block pop-up windows - and most are set that way as a default - then PeopleSoft will not work properly.

If you click on a button or a link and nothing happens, you probably need to **adjust** your pop-up blocker settings. In this step-by-step guide we show you how to leave your pop-up blocker turned on (to protect you from annoying intrusions from other websites), while adjusting it so that pop-up windows open properly when you are in PeopleSoft.

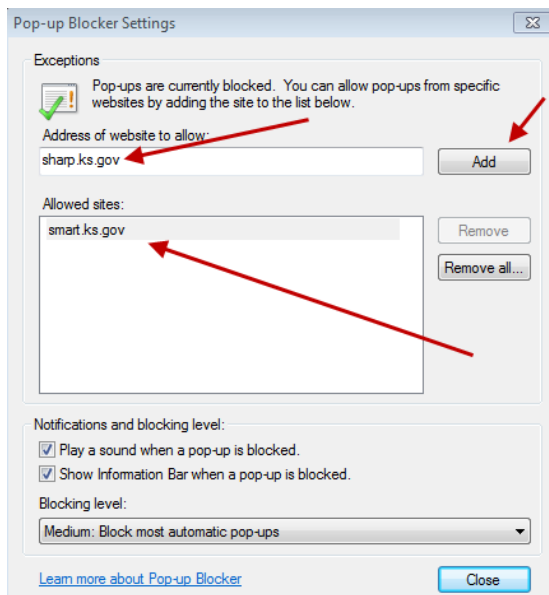
There are a variety of ways to allow pop-ups depending on your browser. Below are instructions for [Internet Explorer](#) and [Firefox](#).

Allowing Pop-up Windows in PeopleSoft using I.E. (version 7-9)

1. **Log in** to SMART or SHaRP.
2. Unless you have reconfigured your browser toolbar, you should notice a **Pop-Up Blocker** button on your browser toolbar – just to the right of the **Bookmarks** button. (The button will indicate how many pop-up windows have been blocked.)
3. Click on the **Pop-Up Blocker** button (while logged in to **PeopleSoft**) to always allow pop-ups on the PeopleSoft at
4. If you have reconfigured the toolbar and the **Pop-Up Blocker** button is no longer there, follow this alternate procedure: Click on the **Tools** button on the browser toolbar.
5. Highlight **Pop-Up Blocker**, and then click on **Pop-Up Blocker Settings**.



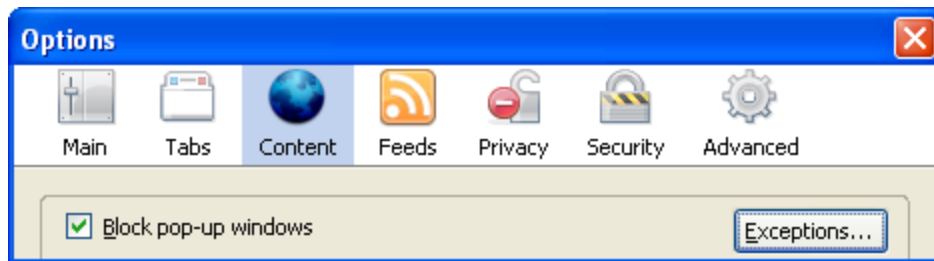
6. In the box marked “**Address of web site to allow**,” type **sharp.ks.gov** and click **Add**.



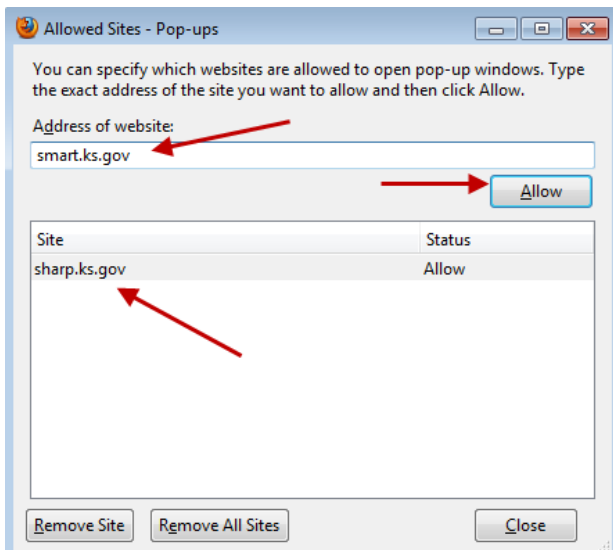
7. Click **Close**.

Allowing PeopleSoft Pop-Ups in Firefox

1. Open the Firefox browser.
2. Click on **Tools** in the browser menu bar in the upper left portion of the window.
3. Select **Options** from the drop-down menu.
4. Click on the **Content** tab near the top of the window.



5. Ensure that the checkbox for **Block Pop-Up Windows** is checked.
6. Click on the **Exceptions** button. (The button for version 1.5 says **Allowed Sites**.)



7. In the **Address of Web Site** field, type sharp.ks.gov or smart.ks.gov
8. Click the **Allow** button to allow pop-ups on the SHARP or SMART website(s).
9. Click the **Close** button to close the window.

View My Paycheck in ESS

Mozilla Firefox will work with default settings and popup blocking turned off for PeopleSoft sites. If you try to open a site or download from within a site that you are on, Firefox will prompt you (with a bar at the top of the browser) to allow pop-ups. Click on the Options button and allow pop-up for ESS.

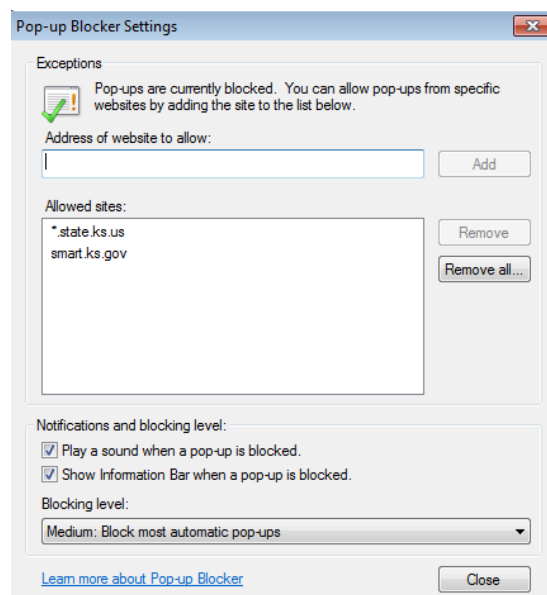
Internet Explorer - Some agencies have reported employees receiving "Error 404" when trying to access their PDF pay advice using SHaRP's Employee Self Service. The issue seems to be caused by the browsers inability to open the PDF pay advice in a new window. The window is opening, but the PDF download of the information into the new window is being blocked.

Below are steps that may be taken to resolve the problem. Agency Human Resources/Payroll staff may need to work with the agency's IT department to get the setting changed. If you have questions or problems, please call the Kansas Service Desk at 785-368-8000.

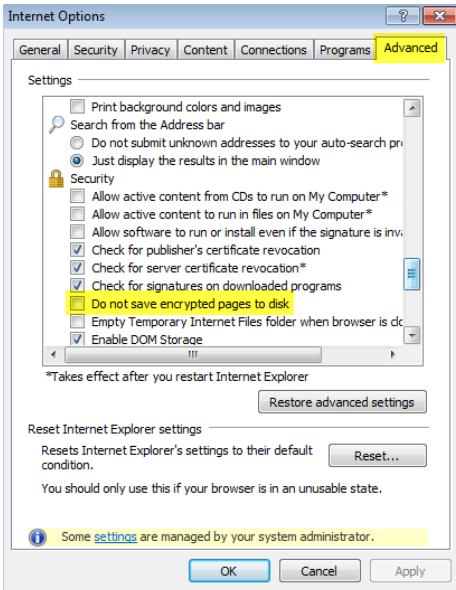
Check for the following:

1. Make sure a pop-up blocker is not turned on. If the pop-up blocker is turned on, the attachments will not open. The pop-up blocker should have the ability to run while allowing certain sites to "pop-up". Configure the blocker to allow this for PeopleSoft sites (i.e. sharp.ks.gov or smart.ks.gov).

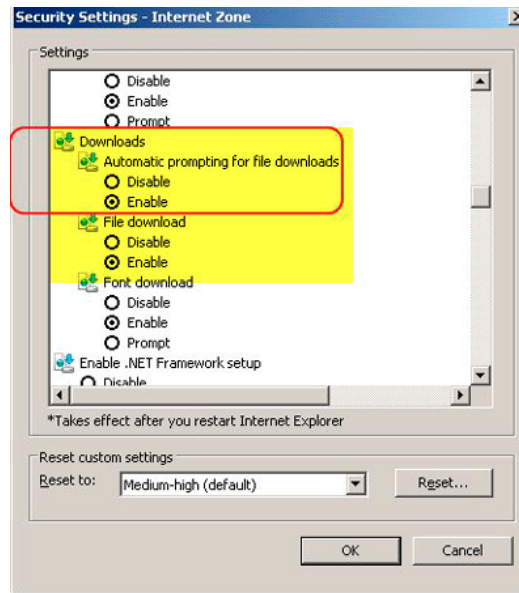
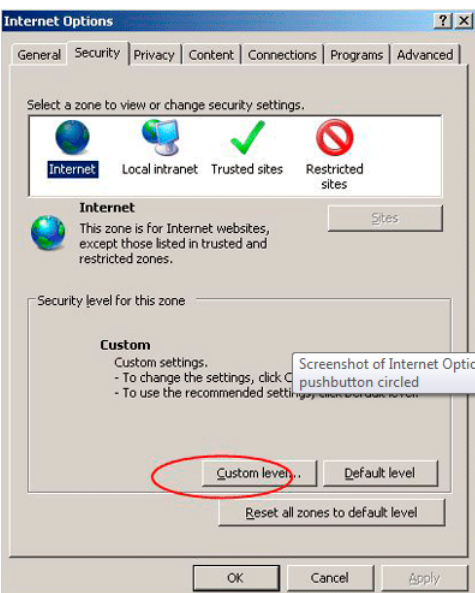
Tools > Pop Up Blocker > Pop Up Blocker Settings



2. **Tools > Internet Options > Advanced** and then make sure that "Do not save encrypted files to disk" is not checked.



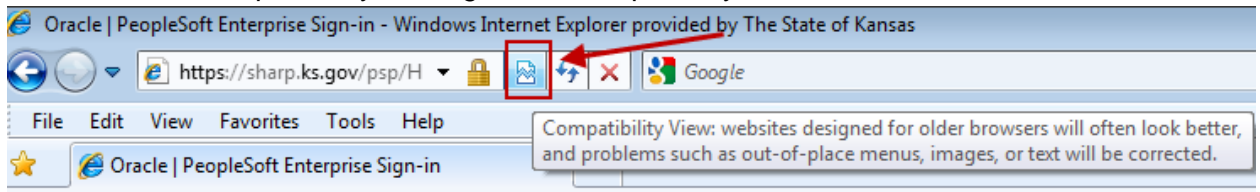
3. **Tools > Internet Options > Security > Custom Level** and click on the 'Enable' radio button for Downloads/Automatic and Downloads/File download and click OK.



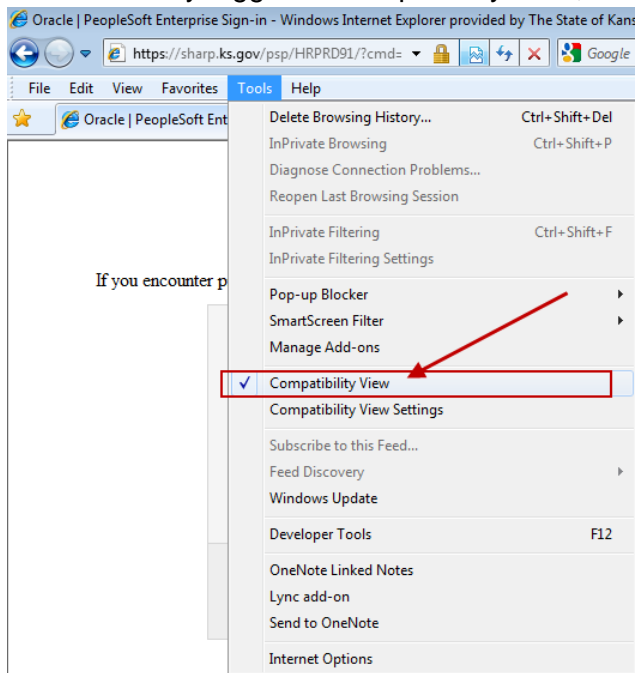
Compatibility View in Internet Explorer 9

If you are using Internet Explorer 9 or above, it is important that you set the **compatibility view** so that all PeopleSoft components/pages will view or print correctly.

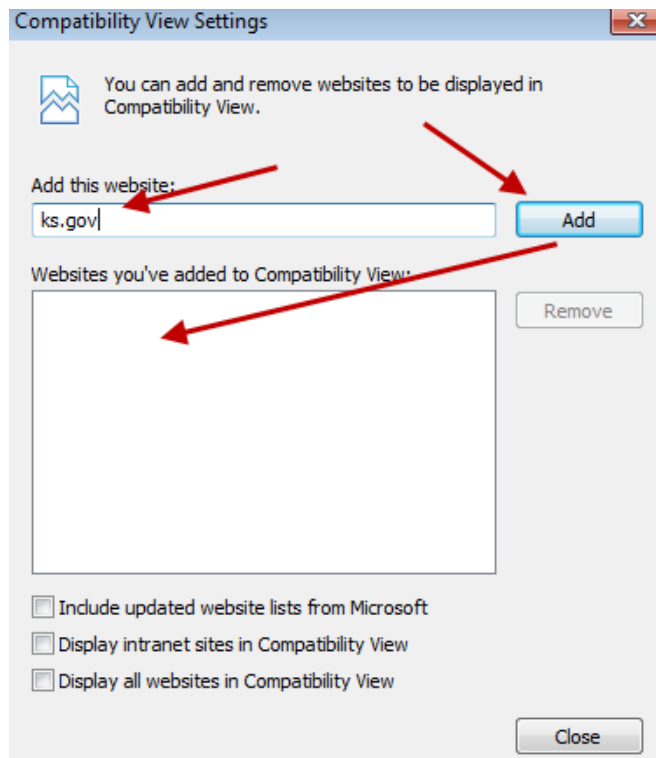
1. This can be completed by clicking on the compatibility view icon within the address bar.



2. To manually toggle on Compatibility View, click on **Tools > Compatibility View**



3. To set the **Compatibility View** settings to allow the url to display,
Tools > Compatibility View Settings and add the **ks.gov** website to the list of allowed sites.
After you press Add, **ks.gov** will drop down into the 'Websites you've added to Compatibility View:'



Multi-tabbed browsing



PeopleSoft HR & FMS applications (**SHaRP, ESS, SMART**) **DO NOT** support tabbed browsing. Specifically, if you sign out of one PS application in one tab, then you will lose functionality in another PS application in another tab.



Frequently Asked Questions

Why would I clear my browser cache, and how do I do that?

When working on the Internet, your browser keeps a copy of the pages you visit (in cache) so that the next time you visit them, the browser can load them to your computer in less time. You should clear your cache regularly for two reasons. First, having a page in cache can sometimes cause a conflict with a page that you are trying to view. (If you suspect this may be the case, go into your browser options, clear the cache, close the browser, then re-open the browser and try again to view the page.) Secondly, having a large number of files in your cache will slow down your browser and take up space on your hard drive. See [Clearing your Cache](#).

Does PeopleSoft have any special requirements regarding pop-up windows?

PeopleSoft often uses pop-up windows to display information you request. If your browser is set to block pop-up windows—and most are set that way by default—then PeopleSoft will not work properly. If you click on a button or a link and nothing happens, you probably need to adjust your pop-up blocker settings. It is possible to leave your pop-up blocker turned on (to protect you from annoying intrusions from other websites), while adjusting it so that pop-up windows open properly when you are in PeopleSoft (allow pop-ups for sharp.ks.gov or smart.ks.gov).

See [Allowing Pop-up Windows in PeopleSoft](#) section in this document for help adjusting your pop-up settings.

Why isn't my page printing the way I'd like it to—and what can I do about it?

You may need to adjust your printer settings. Typically you can do that via the Properties tab in the window that opens when you press Print.

Are the latest releases of Mozilla Firefox supported?

No. not at this time. Only Mozilla Firefox 7 & 3.6 is supported by PeopleSoft.

See this link <https://support.mozilla.org/en-US/kb/install-older-version-of-firefox> to install a previous version of Mozilla Firefox. **WARNING:** Using old versions of Firefox can pose a significant security risk. Proceed with caution.

What should I do when I want to stay in one part of the program (Financials, for instance) but I want to open a second browser window?

To open more than one PeopleSoft window at a time, click the “New Window” link located in the top right hand corner of your PeopleSoft screen. Depending on the browser you are using, you may be able to set your browser options to open this link in a new tab, rather than a new window, if you prefer. (The new window will open in the same place as the window you were using, but you can use the PeopleSoft menu to navigate wherever you’d like within the module.)

What should I do I want to work in more than one PeopleSoft environment (SMART and SHaRP)?

If you wish to do work in both SHaRP and SMART at the same time and you are a user of both systems, there is a link within SHaRP that points to SMART and also a link within SMART that points to SHaRP. Clicking on this link will launch a new browser and sign you into the corresponding environment.